

**GORE  
MUTUAL**  
INSURANCE THAT DOES GOOD.

**BIGGER.  
BOLDER.  
BETTER.**

**BETTER** EXPERIENCE:

Delivering a  
superior level  
of service

It's never been easier to choose Gore Mutual for personal property coverage. We've invested in transforming ourselves to offer you a better, stronger and mutually beneficial partnership. From our enhanced service and technology to our improved claims experience, we're committed to growing together with you.



## How this investment benefits you

We've committed to a higher level of service for you and your customers, creating an improved experience at every stage of your interactions with us.

### 01

**Straight-through processing** makes it easier than ever to do business with us. Quote and bind a policy in minutes, and issue documents to your customers in the same day. Plus, real-time access to pricing allows you to show and compare quotes more easily and quickly. The result? A faster, more accurate process that saves you time, reduces double entry and helps you win with customers.

### 02

**We've introduced automated billing**, providing your customers with equalized payments and easy-to-understand billing statements.

### 03

Our response time is more efficient than ever. It takes our National Operations Centre (NOC) **under 90 seconds on average to answer your calls**, and we've introduced options for longer hold times:

- Leave a direct number and we'll call you back
- Leave a voicemail for callback within 3 hours
- Estimated wait times

### 04

Our **claims advisors help get your customers back to normal as quickly as possible**. To streamline the process, your customer will deal with the same advisor the whole way, whether for homes, condos, tenants, high-value homes or belongings.

### 05

You now have **access to claims notes and claims advisor contact info in Guidewire**, so you can quickly check the status of a claim, allowing you to provide better guidance to your customers.

### 06

You have **real-time access to claims information**, resulting in faster estimates, repairs and claims resolution. We'll communicate all status updates, actions we've taken and any outstanding work left before the claim is settled. It's a smoother, surprise-free journey for you and your customers.

### 07

It's easier to report a claim. Either contact us via email at [claimsreporting@goremutual.ca](mailto:claimsreporting@goremutual.ca) or call us at **1-844-974-GORE(4673)**.

### 08

Your customers always have **the option to use their own vendors** or our Claims Network vendors, which offer work-quality guarantees for as long as your customers own the property.

### 09

When natural disaster strikes, our **Mobile Response Team** is ready. We often proactively contact you and your customers even before a claim is made, to check in and help ensure the safety of their property. And our contractors work exclusively with us to fast-track repairs.

## What we write for personal property

We offer a variety of insurance products that fit the needs of a wide range of Canadian customers:

- **Home**
- **Condo** (including Seasonal Condo)
- **Tenants**
- **Seasonal** (including stand-alone Seasonal)
- **VIP endorsement** (can be added to Homeowners' Comprehensive, Condo, Tenant and Seasonal Comprehensive forms)
- **Rented Dwelling**
- **Rented Condo**
- **Travel Trailer**

### ABOUT GORE MUTUAL

#### Canada's modern mutual

Built on a foundation of financial strength for more than 180 years, Gore Mutual Insurance Company is one of Canada's first property and casualty insurers. A mutual company with offices in Cambridge, Toronto and Vancouver, we offer competitive insurance products through trusted broker partners. Every decision and investment made is anchored in long-term benefits to customers, members and communities.

#### A purpose-driven insurer

Insurance that does good – this is our Purpose. Grounded in this purpose and guided by our values, we believe that being good and doing good by our employees, customers and broker partners will benefit not only them, but also us. We can then spread more good in our communities and reward the good we see in others.

#### Focus on financial strength

We continue to deliver solid financial results, with industry-leading premium growth, and profitable underwriting results in 2021.

## Get all the details in our personal property overview

[Take a look at our full range of personal property products and services](#); we think you'll like what you see!

## Find out more

[Learn more](#) about how the **bigger, bolder and better** Gore Mutual can help you grow your personal property business.